



## School Attendance Officer Job Description

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**Job Title:** School Attendance Officer  
**School:** The Royal Liberty School  
**Responsible to:** Designated Safeguarding Lead/Deputy Head  
**Grade:** Scale 4 Points 7-10

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### Main Purpose of Job and context

The Attendance Officer is responsible for:

- Providing a professional, efficient and customer focused service for all students, parents/carers and pastoral staff in relation to administering attendance including recording data, taking appropriate actions, responding to queries, dealing with issues and producing reports and accurate information.
- Ensuring that all students are recorded as either being in school/lessons or absent and accurately recording the reasons. Where a student is not registered, escalate in a timely manner as appropriate.
- Ensuring that any students marked absent and no contact has been made, that immediate action is taken by contacting parents/carers and all other contacts if necessary (in line with school's attendance policy, Havering 1st Day calling and safeguarding guidelines) to establish the child's whereabouts, safety and reason for absence.
- Ensuring that all students are accounted for throughout the school day, monitoring lesson by lesson register marks and raising an alert where a student has been marked absent without explanation (by following the school's safeguarding processes).
- Providing statutory and comprehensive attendance reports for the purpose of monitoring, identifying trends/patterns, areas of concern and liaising with relevant pastoral staff to discuss appropriate actions.
- Providing detailed attendance reports, statistics and data for the Pastoral and Senior Leadership team on a weekly, monthly, half termly, termly basis and responding to requests for ad hoc reports as and when needed.
- Ensuring the efficient monitoring and accuracy of all data entered onto the school electronic registers, conducting daily, weekly and monthly register



sweeps to monitor coding, ensuring that all codes reflected are accurate and that unexplained absences (N codes) are responded to within the timeframe set out by the school and in line with DfE guidelines.

- Providing an efficient and organised administrative service that supports the school with SIMS data entry, running reports and supporting the Data Manager, Pastoral team and Senior Leadership team with any SIMS related functions, entries or queries.
- To work closely with the Head of Years and Education Welfare Officer and take appropriate attendance interventions and actions as directed at the weekly attendance meetings.
- To maintain and update all attendance records and monitoring systems (spreadsheets) accurately and efficiently to ensure that all actions agreed, interventions and letters are up to date, recorded and can be viewed at any given time .
- To provide support to all colleagues within the school in the area of attendance and registers.
- To ensure that all daily registers are accurate and completed in the required timeframe, so that the fire alarm or emergency procedures can be carried out swiftly and efficiently so that every student can be accounted for at any given time throughout the school day.

### **Major Duties**

1. To ensure that AM/PM and lesson registers are taken on SIMS/any other class register software in a timely manner (set out by the school's attendance policy and safeguarding procedures) and to inform the senior school attendance lead (DSL or Deputy Head) if any are not completed.
2. To ensure that parents/carers are contacted when students are absent without notification within a timely manner, on each and every day of absence using all available resources, text alerts, emails and phone calls. Escalating to DSL where appropriate.
3. Following the Havering "1st day calling" guidelines at all times and taking the appropriate actions where a student's absence is unexplained and contact cannot be made to establish the reason or safety of the student so a home visit can be conducted where necessary.



4. To ensure by following the schools attendance procedures, all unauthorised or prolonged absences are investigated, verified and escalated where necessary. Requesting medical evidence where appropriate.
5. Flagging any attendance/absence concerns to the relevant staff, including Head of Years, DSL and EWO so that the appropriate actions and interventions can be escalated promptly as a priority.
6. Ensure that registers and records of student absence, especially where more than 2 days are closely monitored so that concerns can be flagged where a child is persistently absent or for a prolonged period of time. Ensuring the relevant staff within school are informed so that vulnerable children/families are safeguarded and supported.
7. Where there is a reported and extended absence for ill health, ensuring that medical evidence is requested and obtained in line with the school attendance policy. All cases should be escalated to the appropriate member of staff to ensure that the appropriate support, intervention and safeguarding responsibilities are met.
8. To challenge parents/carers/students where appropriate/necessary when absences are persistent, patterns occur, are unacceptable or avoidable. Ensuring parents/carers are aware of any unauthorised absences and the possible consequences.
9. To work together with the pastoral team, EWO and attendance lead within school to improve the attendance of all students, communicating the benefits of regular attendance and the schools expectations. Investigate reasons for absence/barriers to learning.
10. Clearly communicating concerns with parents, relevant staff members and issuing verbal and written warnings and reminders of the possible consequences of poor attendance.
11. To actively promote and communicate the benefits of regular attendance, ensuring that parents/carers/students are aware of the school expectations around attendance and the consequences of poor attendance.



12. To communicate and raise awareness (on a daily basis) of all attendance concerns, patterns and where absences are not authorised to all relevant parties including, students, parents/carers and appropriate school staff.
13. Meet weekly with the EWO, Heads of Year and the school's senior attendance I (DSL/Deputy Head) producing detailed weekly reports, highlighting students whose absence or punctuality meets the school's threshold for concern.
14. To ensure that all attendance procedures and duties are carried out in accordance with the school Attendance policy, the Working together to improve school attendance and Keeping Children Safe in Education guidelines.
15. Completion of necessary data/reports as required by the SLT, EWO, Local Authority or Department for Education, providing comprehensive breakdown of data where required.
16. Liaise with external agencies e.g other schools, colleges or social services to monitor and track student attendance or any concerns (where appropriate).
17. To monitor and track student attendance of those who attend an alternative educational provision. Liaising with the Local Authority, checking the online portal and ensuring that any attendance concerns are flagged up with the relevant school staff and EWO.
18. To accompany and assist appropriate school staff with parental/student meetings to provide necessary attendance data and information which highlight and evidence concerns.
19. To carry out all general administration duties related to attendance including sending letters, emailing and telephoning parents, all parent communications, filing, updating monitoring systems (GMail, Google docs, sheets and slides).
20. Providing student individual, form and year group data to relevant staff members for reward and recognition purposes, raising awareness around the school building and producing certificates and letters of improvement and congratulations where appropriate.
21. To manage the PAP (personal attendance plan) programme in terms of administrative duties, providing data, sending letters and monitoring progress.
22. Providing support, information and completing returns (under direction of the Trust Data Manager) for school CENSUS.



23. To take an active role in the School Performance Management system to review own progress and set targets for future development.

24. To support the School Office Team and deputise as necessary to cover absence or high levels of demand.

**Additional Requirements**

- Comply with Health and Safety regulations
- Adhere to the School’s attendance policy, working together to improve school attendance and Keeping children safe in education.
- To follow Safeguarding and Equality Policies and procedures at all times
- Participate and contribute to your annual performance management review and learning needs.
- To attend compulsory CPD staff training/twilight sessions
- Demonstrate a flexible approach to their work at times performing duties not specifically identified in your job profile but which are in line with the general responsibilities of the post.

**Other Professional Responsibilities**

- To take appropriate action to identify and minimise any risks to health, safety and security in the immediate working environment.
- To work in accordance with the values of the school particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folder on the School/Trust website.
- It is necessary within a school environment to be flexible to meet the needs of students and the wider school community.
- The Success for All Educational Trust is committed to safeguarding and promoting the welfare of children and young people. All adults who work at the school must share this commitment to young people.

**Signed:** ..... **Date:** .....

**Print name:**

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## PERSON PROFILE

**Job Title:** SCHOOL ATTENDANCE OFFICER  
**Grade:** Under review

REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>SKILLS</b>			
Ability to manage own time and prioritise appropriately	✓		A, I, T
Ability to communicate professionally at all levels within the school community to students, staff, parents and visitors.	✓		A, I
To have a Customer Focus, Commitment and Enthusiasm in delivering the service to all stakeholders.			
Display initiative and be proactive in solving issues and problems	✓		A, I, T
Ensure confidentiality	✓		I
Confident in handling difficult conversations and able to challenge where appropriate			
Ability to plan workload and take account of long term targets whilst delivering day to day routine activities	✓		I
Ability to communicate effectively orally and in writing.	✓		A, I
To manage resources efficiently ensuring value for money	✓		A
To remain professional at all times and ensure professional boundaries	✓		I
To be IT literate and have skills of using relevant administrative software.	✓		T
Ability to embrace change	✓		I
Maintain high levels of accuracy and attention to detail	✓		T
<b>KNOWLEDGE</b>			
Knowledge of database and administrative software systems	✓		I
General attendance procedures/coding in line with DfE guidelines			
REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT



Appreciation of Safeguarding and Child Protection within a school context	✓		I
Knowledge of Health & Safety appropriate to the role	✓		I
<b>EXPERIENCE</b>			
Experience of working with secondary school children		✓	A
Considerable IT experience		✓	A
<b>QUALIFICATIONS</b>			
GCSE/NVQ Level 2 or equivalent in literacy and numeracy		✓	A
Up to date First Aid Qualification		✓	A
IT Qualification ITQ/ECDL		✓	A
<b>WORKING CONDITIONS/CIRCUMSTANCES</b>			
There will be occasions where twilight training is required for all staff to attend	✓		I
To demonstrate an understanding of and commitment to Equal Opportunities Policy in both service delivery to the community, in relationships with colleagues and in employment practices.	✓		A

A – Application  
I – Interview  
T - Test